



THE

LAWRENCE LIFT



N E W S L E T T E R

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2020**

DEAR LAWRENCE UTILITY CUSTOMER,

NEW OUTDOOR KIOSK LOCATION

We are pleased to announce that our outside payment kiosk, located on the south side of the Lawrence Government Center in the drive-up lane, is up and running.

You will enter the drive through lane at the southwest corner of the Government Center parking lot located at 9001 East 59th Street, Lawrence, IN 46216. The secure payment kiosk is available 24/7 and takes cash, credit card and check payments.

The instructions for use are easy to follow right on the screen and all you need is your preferred payment and a copy of your bill, because you will need to enter your account number and street address. Checks, if used, are scanned and returned to you when the transaction is done. Cash is inserted in the slot provided and will only accept whole dollar



amounts. Your account will be credited if you pay over the amount on the bill.

Please note too that the payment kiosk availability does not change the cut off time for making payment to avoid non-payment disconnection. You must still make payment by 8:00 a.m. on the actual turn off day in order to avoid being placed on the disconnect list. If you made your payment after 8:00 am, please contact the Business Office at 317-542-0511 to confirm that you were removed from the list.

There also is another kiosk located inside the Government Center itself and it will be available Monday thru Friday during normal business hours of 8:00 am to 4:30 pm, once the building is opened back up to the public. All public buildings are in restricted access mode at present due to the ongoing covid issue.

WEATHER-PROOFING REMINDERS

The following is from the last issue, but is worth another printing!

With the cold weather on the way, it is a good time to remind our customers to start thinking about weather-proofing their homes to protect against frozen water lines and meters.

The Utility has helpful information and tips on the utility web page at <http://www.cityoflawrence.org/utilities/water-sewer>. Your plumbing contractor is also a great resource to inspect and ensure that adequate protection against damages due to freezing is provided.

Please remember that the cost to replace frozen and broken meters are charged to the customer's monthly bill. A little bit of effort in preventing freezing temperatures from causing broken

meters is worth it in the long run as meters are not cheap to replace. That is not to mention the inconvenience of being without water for a period of time.



If your meter is located outside in a meter pit in the yard, you will want to inspect to make sure the ring and lid are seated securely so that there are no gaps that could allow cold air to

get into the pit and freeze the water line and meter. A properly sealed pit will retain the natural heat from the ground inside the pit which helps prevent freezing. Hot air rises and cold air descends, so gaps will allow hot air out and let cold air in. Your plumbing contractor can assist with this too, as the property owner is also responsible to ensure the integrity of the meter pit.

Winter is also the time when snow and ice can accumulate on sidewalks and residents and business owners should be aware that it is their responsibility to ensure that the sidewalks on their property are kept free of ice and snow and other debris that prevent the safe passage of pedestrian traffic, even though they may technically be in the right of way. Keeping tree branches

WEATHER-PROOFING CONT.

trimmed to a height of 10-feet above the sidewalk is also the responsibility of property owners.

Finally, please be aware that when the snow accumulates, the City's snow plow teams will be out. Residential neighborhoods with cars parked in the street may not be plowed until those vehicles are moved out of the street. Please park your cars in the driveway



or garage. The City will make every effort to plow all the streets it is responsible for, but managers will use their judgment as to what level of attention can be provided safely, effectively and efficiently.

A SUCCESSFUL LAWRENCE CHRISTMAS

If you attended the 5th Annual Lawrence Christmas Tree Lighting and Parade Spectacular on November 28th, and any of the previous events, then you will have noted that this year the parade route was expanded, the parade was larger and, oh yeah, there was an ice skating rink too!



Due to the hard work of Papa Elf Jim Heneghan and all the other elves, Tyler, Joe, Johnny, PJ, Steve, Mike, Ryan, Paul T, Chayce, Chris, Justin, Corrie, Paul C, Ronnie, Steve, Zack, and all the others, the rink was a huge hit with children young and old!

It takes a lot of effort on the part of many to hold a successful event such as this and Lawrence Utilities wants to thank all the city employees (elves!) who did such a great job on this year's event. And a huge Thank You to all our Lawrence residents and visitors who came out and made this year's event such a great success and good time!



As we look forward to the New Year and the passing of the old (I for one will not miss 2020 at all!), may we be truly thankful for all we have and hold and



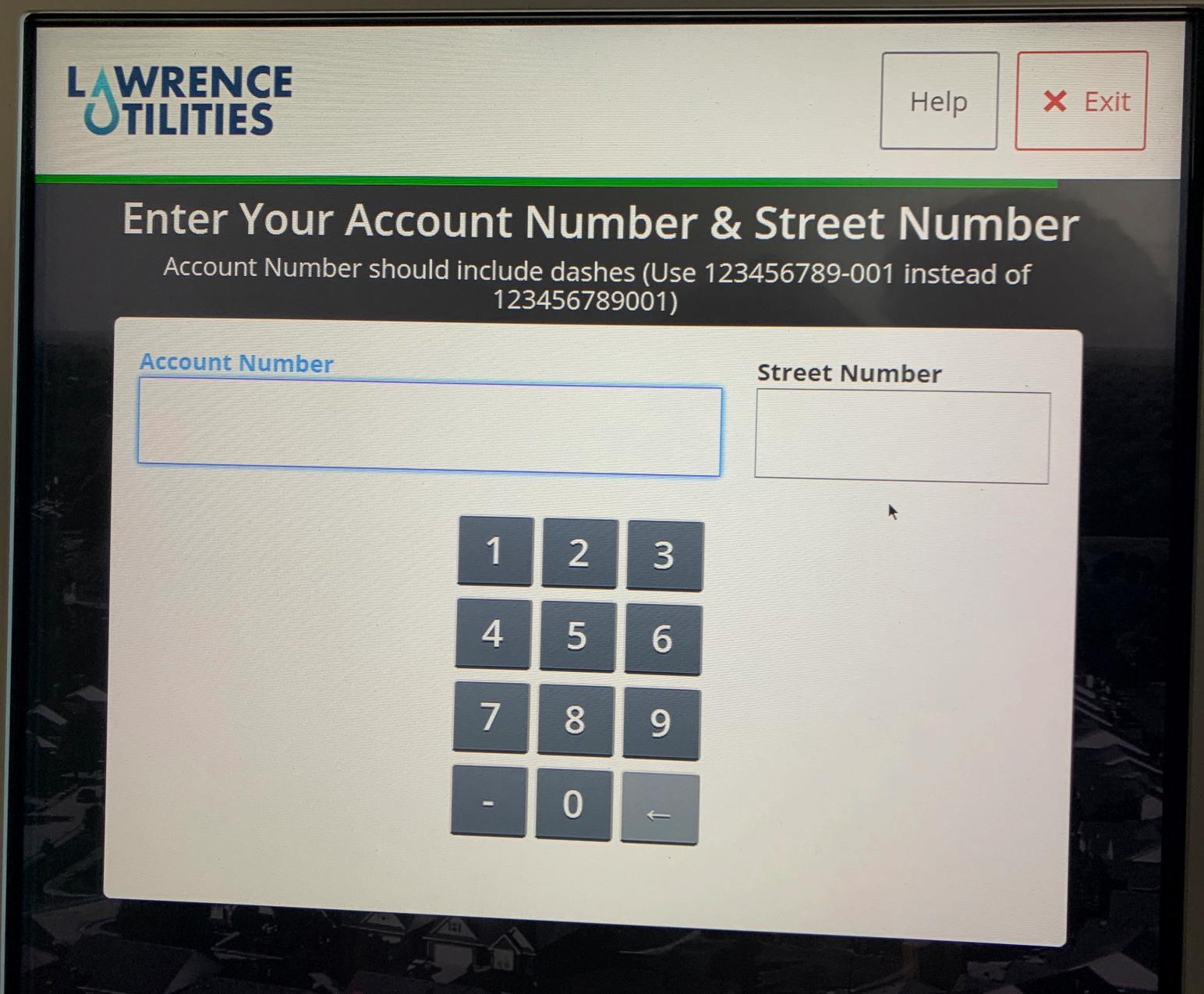
endeavor to spread peace, love and understanding (there's nothing funny about those) wherever and whenever we may be afforded the opportunity to do so!!

Thank you,

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PAYMENT KIOSK INFO

You must have your account number accessible in order to use the new payment kiosks.



FLIP OVER FOR DRIVE-THRU KIOSK MAP

OUTDOOR KIOSK DRIVE-THRU MAP

